

Regional WITS Administrator (RWA) Processes for Creating/Editing/Revoking WITS Staff Member Accounts for an IDHW Behavioral Health Region

Creating a new WITS staff account



Create and submit an Account Administration support ticket in WITS within five (5) business days of creating the WITS staff member account.

1. Make sure the staff member has met the [WITS Access Guidelines](#).
2. Create the staff member's WITS account using the RWA eManual (this document will be updated by December 31, 2016).
 - a. Assign roles to the staff member's account using [Assigning Roles for DBH Staff Members](#). Give staff the level of access (permissions) required to perform their job. Do not give any roles that are not necessary to complete their job.
3. Create an Account Administration support ticket in WITS within five (5) business days of creating the WITS staff member account.
 - a. Include the following information in the Description field of the support ticket:
 - i. Add [staff member's name]
 - ii. Email address
 - iii. Work phone number
 - iv. Access - document if they need access to ALL facilities or access only to individual facilities (specify which ones)
 - v. **Document any requests for elevated roles such as Oversight to a specific Region(s). Please note that the Oversight role can only be assigned by the WITS Help Desk.**
 - b. Submit the support ticket to the WITS Help Desk for processing (click Submit to WITS Admin).

The WITS Help Desk staff will process support tickets within three (3) business days of it being received. When additional information is required, the support ticket will be resolved within two (2) business days of receipt of the additional information. When additional information is requested and a response is not received within five (5) business days, the support ticket will be closed and the request will not be processed.

Adding an employee to WITS that previously had a WITS account in my agency



Create and submit an Account Administration support ticket in WITS within five (5) business days of creating or reactivating the WITS staff member account.

1. Make sure the staff member has met the [WITS Access Guidelines](#).
2. Review the staff member's previous WITS account.
 - a. Look at the User ID. If there are numbers after the User ID, such as "brown5478", you will not be able to reactivate the WITS account.
 - i. If the account has a User ID similar to the example above, create a new staff account for the person using the RWA emanual (this document will be updated by December 31, 2016).
 - ii. If the account does not have a User ID similar to the example above, follow this process:
 - Unlock the staff member's account
 - Remove the end date in the Employment Date Range, End Date field on the staff profile
 - Verify all contact information, access categories, access to facilities, etc., is correct
 - Assign roles to the staff member's account using [Assigning Roles for DBH Staff Members](#). Give staff the level of access (permissions) required to perform their job. Do not give any roles that are not necessary to complete their job.
3. Create an Account Administration support ticket in WITS within five (5) business days of creating the WITS staff member account.
 - a. Include the following information in the Description field of the support ticket:
 - i. Add [staff member's name]
 - ii. Email address
 - iii. Work phone number
 - iv. Access - document if they need access to ALL facilities or access only to individual facilities (specify which ones)
 - v. **Document any requests for elevated privileges such as Oversight to a specific Region(s). Please note that the Oversight role can only be assigned by the WITS Help Desk.**
 - b. Submit the support ticket to the WITS Help Desk for processing (click Submit to WITS Admin).

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Editing a current staff member's WITS account



Create and submit an Account Administration support ticket in WITS within five (5) business days of making changes to the WITS staff member account.

1. Review and edit the staff member's WITS account.
 - a. Edit the staff member's name, email address, credentials, etc.
 - b. Edit the assigned roles for the staff member's account using [Assigning Roles for DBH Staff Members](#). Give staff the level of access (permissions) required to perform their job. Do not give any roles that are not necessary to complete their job.
2. Create an Account Administration support ticket in WITS within five (5) business days of making the changes to the staff member's WITS account.
 - a. Include the following information in the Description field of the support ticket:
 - i. Edit [staff member's name]
 - ii. Document the type of change, such as change email address [from email 1 to email 2]
 - iii. **Document any requests for elevated privileges (or the removal of elevated privileges) such as Oversight to a specific Region(s). Please note that the Oversight role can only be assigned by the WITS Help Desk.**
 - b. Submit the support ticket to the WITS Help Desk for processing (click Submit to WITS Admin).

The WITS Help Desk staff will process support tickets within three (3) business days of it being received. When additional information is required, the support ticket will be resolved within two (2) business days of receipt of the additional information. When additional information is requested and a response is not received within five (5) business days, the support ticket will be closed and the request will not be processed.

Revoking a current staff member's WITS account



WITS access should be revoked within 24 hours of a user leaving the agency's employment or no longer requiring WITS access to perform their job.



Create and submit an Account Administration support ticket in WITS within five (5) business days of revoking a WITS staff member account.

1. Review the staff member's WITS account.
 - a. Lock the staff member's WITS account (click Lock Agency Access) within 24 hours of a staff member leaving or no longer requiring WITS access using the RWA eManual (this document will be updated by December 31, 2016)
 - b. Enter an end date in the Employment Date Range, End Date field of the staff member's profile in WITS.
2. Complete the [WITS Revocation form](#) for the staff member. An RWA or a Supervisor must sign the form.
3. Create an Account Administration support ticket in WITS within five (5) business days of revoking a staff member's WITS account.
 - a. Include the following information in the Description field of the support ticket:
 - i. Revoke access for [staff member's name].
 - b. Save the support ticket and attach the signed Idaho WITS Staff Member Revocation form.
 - c. Submit the support ticket to the WITS Help Desk for processing (click Submit to WITS Admin).

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Designating a staff member as an RWA



RWA permissions will be granted after the WITS Help Desk verifies the designated staff member has attended a WITS Administrator training.



RWA roles will be assigned by the Idaho WITS Help Desk.

1. Complete the [Form to designate a new RWA](#).
2. If this is a staff member who already has an active staff member account in WITS in your agency, go to step 4.
3. Make sure the staff member has met the [WITS Access Guidelines](#).
 - i. Create the staff member's WITS account using the RWA eManual (this document will be updated by December 31, 2016). **Do not assign any roles to the staff member's account.**
4. Create an Account Administration support ticket in WITS within five (5) business days of creating the WITS staff member account.
 - a. Include the following information in the Description field of the support ticket:
 - i. Add [staff member's name] as an RWA.
 - b. Attach the RWA form.
 - c. Submit the support ticket to the WITS Help Desk for processing (click Submit to WITS Admin).

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